

Agenda

GSE Customer Council Meeting

Thursday, July 29, 2004

7:30 a.m. – 9:15 a.m.

EMD Conference Room – Hoover Bldg. – Level A

Meeting called by:

John Bradford, Chairperson

Attendees:

Patrick Deluhery-GSE; John Baldwin-DOC; Capt. Bob Alles-DPS; Jennifer St.John-DNR; Marcia Spangler-DPH; Mary Lawyer-IDED; Greg Anliker-Elder Affairs; Charlie Smithson-Ethics; Ruth White-Human Rights; Peggy Sullivan-Judicial; John Bradford-Member of Public; Bob Straker, AFSCME; Roger Johnson, Cultural Affairs.

Agenda topics

7:30

Call To Order

John Bradford

Opening Comments

Approve Minutes of June 24, 2004 (Action Requested)

John Bradford

What is an “Authority” and how does it affect DAS – GSE?

Pat Lantz

Mail/Leasing Rates - Lottery - Discussion

Dale Schroeder

SLA for Association Fees (Action Requested)

Dean Ibsen

Rate discussion (Action Requested)

Denise Sturm & GSE staff

Membership – Terms of Office

Patti Allen

Who controls what buildings? Why? Discussion

Pat Deluhery

Next Meeting Date

John Bradford

* Do we need to schedule additional meetings?

Open Discussion

John Bradford

9:15 - Adjourn

Adjournment “MUST ADJOURN BY 9:15”

John Bradford

Issues for open discussion as time allows:

- Role of Customer Council
- Business Plans
- Fleet & Mail Business Plan – answer any questions/concerns from Dale’s presentation on May 14.
- Complaint Procedure – Document
- Budget/Rates
- How charter agencies could impact DAS/GSE
- Billing Group Presentation (Denise, Pat Harmeyer, etc.)

DAS Web Site:

<http://das.gse.iowa.gov>